1   On the resale side of the house, the CLC

2   actually does get a completion notification from

3   Pacific Bell when the order is completed.

4   Different than retail -- we don't go back and

5   check to see if it's been completed on the completion

6   date. We assume that the order will be completed on the

7   date that we've committed to.

8   On the CLC, we believe that they want that

9   information to let them know that it is completed.

10   So that wraps up what we'd do as far as

11   pre-ordering and ordering.

12   I'd like to open it up for any questions.

13   MR. HURST: Yeah, I mean we have this standing

14   request for the flowchart and the -- with the

15   descriptions of the databases and the -- how the

16   databases is accessed -- whether it's real-time or

17   a query that comes back with an answer later, or whether

18   it's electronic or not.

19   Plus, again, that question I asked earlier

20   about the capacity of these -- of the -- there's

21   a couple of things mentioned in your description.

22   The signal system imaging; what is the query

23   capacity for those?

24   I think there's a couple others.

25   I mean essentially the question is what's --

26   for each of the blocks of this thing, to the extent that

27   they access the database, what's the query capacity for

28   that?

1   Are any of those going to pose constraints on

2   the overall capacity?

3   MR. SANDOVAL: Excuse me, Michael. What page of

4   the Pacific submission or filing are you referring to?

5   MR. HURST: Well, signal systems -- the imaging is

6   in there, page 6, is one place you can see it; and then

7   there's also a description of it deeper --

8   MR. SANDOVAL: Okay.

9   MR. HURST: -- deeper in the document, deeper in

10 this very long 14-page document, on page 15.

11 MR. SANDOVAL: Thank you.

12 MR. HURST: Also the same kind of questions for

13 Exchange Plus.

14 And I think that's all I had asked really that

15 people told me were ordering systems.

16 MR. CHAMBERLIN: Yeah, SSI is not an ordering

17 system per se.

18 As is described here, we use it to establish

19 creditworthiness.

20 MR. HURST: What I meant was before the break, when

21 I asked about these, I was told, oh, that's ordering.

22 So now I'm asking again. And I mean I'm told

23 it's not ordering.

24 So, now you know, wherever it goes, I want to

25 know its capacity, if it's access on real-time.

26 I mean a lot of places in here you say: And

27 the database is accessed.

28 And really what we're interested in is how is

1   it accessed.

2   Is it the service rep can pull it up on the

3   screen real-time, see the data; or is it something

4   you've got to send a query out and a couple hours later

5   the answer comes back. And that -- the access here is

6   very important, the kind of access.

7   MR. CHAMBERLIN: Okay.

8   MR. HURST: And then the capacity of that system to

9   answer queries.

10   How many queries can it handle?

11   That's all I have right now.

12   MR. SANDOVAL: Any other questions?

13   Eric?

14   MR. ARTMAN: Yeah.

15   On the completion notices, we're interested in

16   what actually triggers that completion notification and

17   making sure that that arrives in a prompt manner; that

18   it doesn't get delayed for field paperwork or something

19   like that.

20   We're particularly interested in the process

21   involving LIDVE updates for numbers in situations where

22   we're not using our own numbers but we're using your

23   numbers.

24   And in the event that there is an

25   anticipated -- what we call a jeopardy situation, where

26   there's been a completion date given but it appears

27   that, you know, maybe PC Fest '95 is going on in that CO

28   or something, and there's a lot of orders and there's

1 going to be a backlog, some of these are going to have

2 to get pushed out; what is the notification process for

3 that.

4   MR. SANDOVAL: Carol?

5   MS. BUSSING: Carol Bussing for Sprint.

6   I apologize if you did cover this, but one of

7 the biggest questions I have -- and if you can respond

8 to this in your filing next week -- is to the scheduling

9 and time frame that you will build -- you will build

10 full flow-through of the order process, the replication,

11 so there's no manual intervention on those orders; and

12 to what features and services will you be able to have

13 automation versus manual?

14   MR. CHAMBERLIN: So you're interested in not only

15 the OSS but how the orders are going to get into our

16 system in a mechanized program --

17   MS. BUSSING: And in a system manner and not

18 manual.

19   Let me give you an example.

20   For example, NDM today, you still have to pull

21 off and key those manually directly into their systems.

22   Our request is when you can commit to

23 schedules to not have to have manual intervention on

24 those orders that, when we key them in, they'll go all

25 the way through your applications, and I'll get firm

26 order confirmations back systematically, and so then on

27 what services will that be provided and schedules for

28 that automation.

        MR. CHAMBERLIN: I guess my question -- I
understand what you're saying -- is that Operational
Support Systems in the context that we're talking about
here today?

        MR. SANDOVAL: Not that I'm, or we -- are
Operational Systems Support questions, but surprise me
if I'm wrong, but it would seem yes.

        MS. BUSSING: It is.

             Because I'm looking for your systems to
provide that service, not reps to keying and doing that
work behind the scenes. So that it is, you know --

        MR. SANDOVAL: Certainly, you know, our calls
don't represent those of the ALJ.

             If it's an issue that you feel needs the ALJ's
attention, by all means please feel free to bring it to
the attention of the ALJs.

        MR. HURST: Okay. You know, I think a related
issue is that if you don't intend to have these systems
set up so that they're -- if they're currently requiring
manual interfaces within -- for when you provide service
to yourself, you know, do you have any plans to automate
that?

             And where you provide it to yourself on
an automated basis, is it going to be available to
everybody else on an automated basis?

        MR. CHAMBERLIN: Other questions?

        MR. CHAMBERLIN: Yes, sir?

        MR. ARTMAN: I've got a question on E911 and the

1 ANI/ALI database, and I'd give all the letters for that

2 if I knew what they were --

3   (Laughter)

4 MR. ARTMAN: I believe it's Automatic Number

5 Identification/Automatic Line Identification.

6   And I don't know if that belongs in the

7 ordering portion or if maybe we should treat it as

8 a trouble issue, but the question really is, we would

9 like to be able to verify the contents of the ANI/ALI

10 database after we've signed up a customer in some manner

11 other than making a test 911 call and having the PSAP

12 respond, yes, here's the address information that's

13 entered for that line.

14   And we were wondering if that was possible, if

15 that was something that you have the ability to do

16 internally, and if that's something that you could

17 provide to CLCs?

18 MR. CHAMBERLIN: My service representatives in the

19 business office don't have access to that information.

20   They actually look at the SORD order, and that

21 is how they base how it would appear in 911 and

22 Directory.

23 MR. ARTMAN: As with all of my questions, my

24 question is actually broader than what your customer

25 service representatives have access to, but is that

26 access provided to someone within your system who could

27 respond to a customer request for verification; and, if

28 so, how can we gain access to that same feature?

1   MR. CHAMBERLIN: Okay.

2   MR. SANDOVAL: Any other questions?

3   Michael?

4   MR. HURST: Since you don't assign facilities or

5 reserve facilities in an initial ordering process, how

6 does your system feed back to the service rep to tell

7 the customer if there isn't a facility available or if

8 there isn't a facility available within the time

9 commitment to the customer?

10   MR. CHAMBERLIN: Well, after we distribute the

11 order --

12   MR. HURST: You don't need to answer here.

13   MR. CHAMBERLIN: Okay.

14   I think that might be addressed in the

15 provisioning process.

16   MR. HURST: Okay. Okay.

17   MR. SANDOVAL: Ellen?

18   MS. GARRIS: Are there differences between what

19 a Pacific Bell rep and what the CLC rep sees on the CSR,

20 and could you list those for us?

21   MR. CHAMBERLIN: There is some information that the

22 service representative would have access to at

23 Pacific Bell that would not be passed on to the CLC.

24   Those are internal things like if the customer

25 had a returned check, credit history, those sort of

26 things that we wouldn't pass on.

27   MS. GARRIS: Does that include PIC information?

28   MR. CHAMBERLIN: I don't believe PIC information is

passed on.

    MR. SANDOVAL: Eric?

    MR. ARTMAN: Without getting into whether or not those should be passed on, could you identify for us the ones that are not passed on in the responsive filing.

    MS. HOWARD: (Indicating)

    MR. SANDOVAL: John?

    MR. GUTIERREZ: Yeah. I just wanted to go -- make that a more global statement, that Eric picked up on it.

    I would include the system in part of my earlier request for screen -- screen dumps and descriptions of all information that is not deemed proprietary.

    I don't know if Pacific Bell would deem credit history and PIC codes as proprietary information, but I think it's helpful to see everything.

    MR. SANDOVAL: Let's -- Chris?

    MR. VIVEROS: I need a clarification on the question.

    MR. SANDOVAL: Okay.

    MR. VIVEROS: With respect to what I thought I heard was being asked was for screen images, but I'm not sure for what systems we're talking about.

    The only system we talked about here in Mark's discussion was SORD, and that was the prior request.

    If we're talking about the information that's on a CSR that isn't provided, it's not provided for one

1   of basic two reasons: Either it's internal Pacific Bell

2   information that isn't about the end user but really our

3   information, or it's deemed proprietary and someone

4   else's information that we can't share.

5   So I'm not sure that we can satisfy the

6   request unless it's for SORD screen images.

7   MR. GUTIERREZ: Well, if I may respond.

8   That was the original request.

9   I was just making sure that as we got into

10   this particular part of the discussion dealing with

11   ordering, that I was -- that we're all clear in what the

12   request was.   ]

13   I have now heard two levels of distinction:

14   Information that is proprietary and information that's

15   internal to Pacific Bell.

16   Only this is information, as I understand it,

17   that is internal to Pacific Bell and that's a part of

18   the reason we're all here today, is to determine what is

19   internal to Pacific Bell and so that the CLCs could have

20   parity of that information that is supplied by their own

21   internal organization, or is the information within

22   Pacific Bell very useful in their business plans.

23   MR. SANDOVAL: Eric, you had your hand up.

24   MR. ARTMAN: Yes.

25   I mean, I guess I don't want to get too deep

26   into this, but my request would be everything that's

27   there, and identify which parts of it you think should

28   not be passed along to CLCs.

And if you want to indicate it's because proprietary or something, I frankly don't understand the proprietary aspect with regard to customer records, because if we're getting the customer service record, presumably we've already got a letter of authorization from the customer and I don't know who else would have proprietary information there.

If it's internal Pacific Bell information, it may or may not be relevant.

I'm not interested if you've got a field, "Check the box for likely prospects for the new SB2000 marketing campaign," or whatever, that kind of stuff.

I understand that's not something you'd want to share.

But, you know, we kind of need to know what this stuff is so we can stay, gee, this is something we should be able to get to.

That's sort of a broad generalization.

MR. SANDOVAL: Okay. That's cleared up.

MR. CHAMBERLIN: Any other questioners?

MR. HURST: I just want to make sure I was clear as I read through my notes here, because there's this interplay between ordering and provisioning. There appears to be feedback from the ordering.

There seems to be a need for feedback from the provisioning to ordering so that the service rep can either change commitments to the customer or make commitments to the customer.

1   And so I'm looking for all those feedback

2   mechanisms for determination of whether a field visit is

3   necessary, a determination of when that can be done, how

4   that information gets back to the service rep.

5   So there's a lot of possibilities there, but

6   there might be some kind of mechanism that you've got

7   built in to feed that back, whether it's mechanized or

8   whether it's a memo or phone call, or what the procedure

9   is.

10   MR. SANDOVAL: Any other questions?

11   MS. HOWARD: No. That's fine.

12   MR. SANDOVAL: Thank you.

13   Michael?

14   MR. HURST: I'd just like to introduce Jake Schatz

15   for AT&T.

16   MR. SANDOVAL: General Telephone?

17   MR. LANGLEY: Okay.

18   Rod Langley, GTE.

19   In our ordering processes, GTE has designed

20   three criteria as far as delivering a service request

21   from a CLEC.

22   GTE will be using the LSR, which is at this

23   point an industry document, and obviously is still being

24   worked through, for not only billing, but we are

25   supporting that process.

26   As far as delivery, there's the old standby

27   of fax, which is available, but obviously we're working

28   on it.

1   There are the electronic solutions, one being

2 through NDM, and the other one would be through an

3 Internet solution to be deployed.

4   Our expectation is that the CLEC will provide

5 a complete, valid, error-free LSR, and upon receipt of

6 that we will provide some reverse feeds.

7   The first of those would be an error report.

8   In that process we will identify the errors

9 that exist on your LSR. We'll give you a message code

10 as far as what the error is in the field and why

11 we found that to be an error.

12   The second reverse feed will be the local

13 service confirmation report.

14   Again, we'll provide the confirmation that

15 we've processed your request, that it's in the

16 provisioning cycle.

17   It will have the confirmed due date and

18 relevant information about that particular service,

19 telephone number, circuit numbers, et cetera.

20   There is a reverse feed also for jeopardies,

21 and in the jeopardy process, we determine a

22 confirmation, but prior to the scheduled inservice date

23 we will give you a report that says this particular

24 service is in jeopardy.

25   If it is a partial, then we will tell you

26 which portion of that request is in jeopardy, give you

27 the opportunity to choose to either delay the entire

28 report -- or delay the entire service until all

1 facilities and equipment are available, or to do

2 a partial.

3   And in doing that we'll give you both

4 estimated and firm dates that that service can be

5 delivered and the jeopardy is resolved.

6   The last feed that you will get will be

7 the service activation report.

8   Currently, that report tells you that the

9 service was completed. It will give you critical

10 information about the telephone number, PON inversion,

11 customer name, due date, purchase order number

12 inversion, due date, effective bill date, if it's

13 different, and we're in the process of enhancing that to

14 also include products and services.

15   When we receive your request, we in fact today

16 are filling those requests and we're entering those into

17 one of two ordering systems, order entry systems.

18   In California it is the SOLAR, S-O-L-A-R

19 system.

20   Our rep will enter that order again based

21 on the delivery of an error-free request from you.

22   As far as a flow-through process, we are also

23 working with that process to deploy that within GTE.

24   I will say, though, the success of that system

25 working is dependent upon the CLEC delivering an

26 error-free request, and it will go through that cycle

27 until you correct the errors.

28   Once it is corrected, then it would flow

1 through, and we would be looking at returning an

2 automated FOC -- or LOC, excuse me, and processing

3 that order without intervention.

4 So that is a system that is under development.

5 We also in our filing indicated how we would

6 handle temporary disconnects as far as the ordering

7 process.

8 We do have a national center that will handle

9 your request to temporarily deny service to your

10 end-users for nonpay circumstances through that center.

11 Otherwise, all orders will go going through

12 one national center for GTE.

13 Questions?

14 MS. BUSSING: One quick one.

15 In order for us to be successful to flow

16 through, could you just identify for us in the filing

17 the edits that will be incorporated into the

18 applications so that we're aware of what those are so we

19 can make sure we can deliver a complete accurate order

20 to you?

21 MR. LANGLEY: Yes.

22 And this information, by the way,

23 we've conducted some workshops around the country,

24 and we provided documentation on how to do business

25 with GTE, and that is in that particular document.

26 But we'll furnish that again.

27 MS. BUSSING: I just thought with some of the new

28 things you're doing, that those systems were not covered

1 with the edits.

2   I just haven't seen that language in the edits

3 process.

4   MR. LANGLEY: It will be the same things

5 we mentioned.

6   We'll be doing the same type of editing

7 and message return.

8   Our message return is mechanized today in the

9 sense that if you send us a request over NDM we will

10 return back an error message over NDM. So you'll get

11 those messages back electronically.

12   The process that we have under development is

13 to add additional mechanization to that so that the

14 system is generating those errors.

15   So that you probably will not see -- you

16 probably shouldn't see much variation in that process,

17 only that we're going to be mechanizing it.

18   MR. SANDOVAL: Any other questions?

19   Michael?

20   MR. HURST: Yes.

21   What I'm particularly interested in and is

22 missing from GTE is its own system internally.

23   Most all of the narrative here has to do with

24 providing service to the CLEC, and we'd like a

25 description of how you do it for yourselves, and what

26 I'm real interested in is there seems to be a difference

27 between Pacific Bell and GTE in that you reserve

28 facilities in the preordering and ordering process

1   and Pacific doesn't do so.

2   MR. LANGLEY: Well, a couple of things.

3   The order entry systems that we will be using

4   for you are the same ones that we will be using for the

5   end user, so we enter those in the same manner. So the

6   service rep has to have the same knowledge set to

7   process the order. So there will be no conflict.

8   In terms of reserving facilities, there is a

9   limitation to that in that if we don't receive a request

10 from you within a specified time, and it's a fairly

11 short window, then we do not guarantee those

12 facilities.

13   Obviously, we can't allow or afford to have

14 facilities tied up for long intervals before getting a

15 confirm request from you.

16   So that's two of the issues that we have

17 when we reserve facilities, and we have to manage

18 those wisely, and so there's a limited amount of time.

19   MR. HURST: What I'm interested in, though, is when

20 you reserve facilities for your own customers, how long

21 do you hold those facilities reserved for your own

22 customers?

23   I mean, you don't need to answer the

24 question. I mean that's the kind of detail we would

25 like here, is that we want the metrics you use for your

26 own system and service provisioning.

27   MR. LANGLEY: And we'll be glad to address that.

28 But I would like to give you a short answer.

1   Actually, when we take a request from our

2   customer, we have that request in hand.

3   In your case we've got to wait for you to get

4   us an LSR and get it to us accurately. That's the only

5   difference.

6   MR. HURST: Okay. So there's a standing request

7   for the block diagram and the type of database access

8   metrics on the databases, okay?

9   MR. SANDOVAL: Any other questions for GTE?

10   Any other questions with regard to -- going

11   once, going twice.

12   Okay. Next up on the list is provisioning.

13   MS. HOWARD: Sam Tenerelli really is our

14   provisioning person.

15   MR. TENERELLI: I'll just run down the list

16   and some of these questions.

17   What I was going to say is I'll go down the

18   list, and some of these have been answered, and I will

19   just give a brief answer again.

20   The first one described the system that

21   publishes an order throughout the ILEC department.

22   That basically is SORD. I think we talked

23   about that.

24   That feeds all our internal systems. How

25   we provision the network is through -- SORD is the

26   system and retrieval system that we use; the automated

27   and manual tasks, the order initiation.

28   Basically, there's two routes, and I'll

1   provide more of this in the block diagram this week.

2   There are two others. It will either be a

3   filled or a no-filled order, and once in SORD it

4   downloads it into one of our provisioning systems.

5   Again, most of our POTS type service is

6   mechanized.

7   It downloads into that system and it tests

8   the different routes to provision the order. It tests

9   the order and it's -- there's mainly very little manual

10   intervention.

11   So it's mostly all automated on the POTS

12   side.

13   Once it does that, it completes back into the

14   SORD system, which is our backbone system, and that

15   starts the billing and updates all our records.

16   So that's one of the reasons why we're trying

17   to drive everything into the SORD, for both the CLECs'

18   benefit and Pacific Bell's benefit, to keep accurate

19   records, accurate billing, and we try to keep everything

20   in that one system.

21   It's not going to benefit anybody if we have

22   incorrect billing and incorrect records.

23   So that's basically how the order flows.

24   The assignment system, we also -- it's

25   mechanized on the POTS side. We have two types of it.

26   I'll give a little bit of the unbundled

27   elements here, or the assembly of network elements.

28   It will take a little bit different route, but

on the POTS side, it will go through our LFACS system.
It's mechanized. It assigns the facility, does the work
for the COs, gets the work out to the COs, and then we
have separate little systems that kind of handle that,
work inventory systems for the work load.

Once again, as they complete that, it all
comes back to SORD, our main backbone system.

The unbundled elements go through a little
different system. It's called TIRCS, because there's
designing work. That systems actually designs the work
and it flows through our special service type
environment, but parallel with our retail customers.

There's really no difference on how this work
flows on the provisioning side.

There are identification methods to commit
facilities to meet requests for service. We talked
about that.

We really -- I'll tell you one reason why
Pacific Bell doesn't really have reservation on a 1MB
service. Once we get that order in SORD, that order
goes right into our assignment system.

At that time it assigns facilities. If
there's a problem with the facilities, it RMAs out.
It tells us there's no facilities.

So there's not a whole lot of delay if we find
out there's no facilities at that time we notify the
CLECs.

MR. ARTMAN: RMAs?

1   MR. TENERELLI: Request for manual assignment, and

2   again we actually go through the manual assignment first

3   before we decide there's a facilities problem.

4   So basically that's our facility process on a

5   1MB.

6   Again it's a little bit different on the

7   assembly of network elements.

8   It takes a little different route. It goes

9   through -- again the system is TIRCS. It has more of CO

10   type facilities. So it's a little different inventory

11   system, but basically the same process as the systems

12   that initiate the engineering review.

13   That's sort of -- it's a manual process.

14   It's usually -- for a block of lines or systems we have

15   a manual process.

16   It goes to similar groups. That's mechanized,

17   but we actually do an investigation on the facilities to

18   see if it is available, and most of our agreements that

19   we negotiate, the due date is based on facilities or the

20   amount of work that needs to be done.

21   Systems for design and facility

22   configuration. That was TIRCS what I talked about.

23   That's our systems designs and configuration.

24   At least the network part of it, not the end user.

25   System for installation of facilities. Again,

26   that's the two we talked about. These are just kind of

27   repetitious here.

28   Cross-connects would be the outside plant

1   distribution, or inside either TIRCS or LFACS, one or
2   the other, and then our translation, and at the time
3   I think that is a system we called MAM, and please don't
4   ask me what that stands for.
5   It's recent change memory I know that, but
6   actually it's a mechanized system -- I think it's
7   mechanized administration memory, or recent change
8   memory, and that actually is what we use.
9   It's, also on the POTS side, mostly
10 mechanized. It updates the switch and the SORD order
11 via those other systems, drives it to that system.
12   That's another important issue. If we've got
13 features on an order we send it through SORD because
14 that's what updates the system.
15   If we do anything to manually go around the
16 SORD, we've got that feature so we have a billing or a
17 record.
18   MR. HURST: Our basic problem here is the things
19 we'd like to see is that -- let me give you an example.
20   There's a description of MAM. It says MAM
21 processes and completes switch translation.
22   Now, does that mean that MAM feeds information
23 to a technician who then enters translation into the
24 machine?
25   MR. TENERELLI: To the switch.
26   MR. HURST: So that's what we're looking for, is a
27 more detailed description of how this is done, and when
28 there's a failure how does the technician get notified

1 to come in and do something? That sort of stuff.

2 Is it automated or does it go through a

3 technician?

4 But again, the standing request is for the

5 flow chart with the databases, a description of how the

6 databases are accessed, and in this case there's --

7 there seems to be a lot of feedback things that have to

8 take place.

9 You have to feedback from the provisioning

10 to ordering so that the people taking the order know

11 what's going on and can tell the customer.

12 And there also seems to be feedback

13 within the system itself, that when a technician is

14 required to do something in a particular field for

15 an outside loop, does the technician enter the data

16 that the work is done into an automated system, or

17 do they file a report someplace?

18 So those mechanisms.

19 How do they take place so that the information

20 gets back to the order taker or the customer interface

21 that such and such and such has been done on this

22 order?

23 MR. TENERELLI: No problem.

24 MR. HURST: Also, because where you -- where things

25 are -- how does it get back that it's not there, that

26 the facilities are not available?

27 I think I've asked for that before.

28 MR. TENERELLI: Right.

1   MS. JONES: Eric?

2   MR. ARTMAN: I raised some questions during the

3 ordering process that were really more provisioning

4 inspired, and if the reader of the transcript would be

5 interested in those, they should look back to the

6 earlier portion.

7   MS. JONES: Other questions?

8   MR. HURST: Could I have just a minute to look

9 through my notes?

10   MS. JONES: Certainly.

11   MR. HURST: Now, does this -- the thing I'd like to

12 know also is does the automated system portions of this

13 keep track of the -- the order statuses and how many

14 rejects there were, how many corrections had to be made,

15 how many errors there were?

16   So if that's in this automated -- in this

17 system, we'd like to have a description of how that

18 works and how that information is assembled.

19   Is it put in a database, or if it's reported

20 outside to service reps, or where that information

21 goes.

22   MR. TENERELLI: Okay.

23   MR. HURST: And I guess in this area is the area

24 where we have the most concern with. Is it done

25 differently for services other than 1MB?

26   And so we have a lot of concern here that

27 you'd give us a description of if there are other

28 systems that are used for ISDN lines or for four-wire

1   condition loops, or for those kinds of provisioning.

2   We'd like to know -- at least if there's not a

3   detailed description, we'd like to have a general

4   outline of what the systems are that aren't described

5   here. Okay?

6   That's all I have.

7   MS. JONES: John?

8   MR. GUTIERREZ: A standard question.

9   The structure that you detailed was for resold

10 service. If we can talk a little bit -- well, you can

11 talk a little bit now, but in detail later about an

12 unbundled system for provisioning loops, ports, things

13 of that nature.

14   I don't know how comfortable you are with

15 that.

16   I'd like at least the 1MB level for a

17 supplemental filing, that process to be detailed.

18   MS. HOWARD: We will do that at the end.

19   We'll summarize and we'll give a proposal

20 as to what we will be able to provide on the 20th.

21   MR. GUTIERREZ: Second, just for clarify, there

22 were a number of systems that you talked about, TIRCS

23 and LFACS, that are a part of the diagram on page 8 of

24 your filing.

25   I just want to be clear that those will be

26 filled out, please.

27   MR. TENERELLI: Yes.

28   MS. HOWARD: Yes.

1   MS. JONES: Other questions?

2   MS. GARRIS: Ellen Garris, Working Assets.

3   Can we get time lines on how you provision

4   your services internally versus how quickly you

5   provision your services to others?

6   MR. TENERELLI: We will give you that.

7   MS. HOWARD: We'll take that into consideration.

8   MR. HURST: I have one question along the lines of

9   unbundling.

10   I'm assuming, and maybe I shouldn't assume but

11 make it clear, we expect a description of all that

12 we've asked for, for the different components of

13 provisioning both for the loop and for the port and

14 switch, and for each of those enough detail so we can

15 tell the separate flows for each of those major

16 components.

17 MS. HOWARD: At the end we'll tell you what we can

18 prepare for the 20th, and hopefully that will be

19 agreeable.

20   We can't do all of this by the 20th, Michael.

21 MR. HURST: Oh, really? For the 1MB?

22 MS. HOWARD: No, I thought you were talking about

23 port and link, and so forth.

24 MR. HURST: No. No, let me make sure that it's

25 clear what I'm asking for.

26   I'm not asking for how you're going to provide

27 unbundled elements.

28   I'm asking for -- in the description of how